



Vancouver Field Office Survey

The Department of Ecology's Vancouver Field Office has been providing services in your area since 1997. To help improve our service, we need your feedback. Please take a few minutes to respond to the questions below and return this document to us (either by email or by the enclosed envelope). Your individual responses will be kept CONFIDENTIAL. You only need to put your name on the document if you would like to receive a copy of the results.

1. Please mark the box next to the description which best describes you:

- | | | |
|--|--|--|
| <input type="checkbox"/> Community Group | <input type="checkbox"/> Consultant | <input type="checkbox"/> State Government |
| <input type="checkbox"/> Federal government | <input type="checkbox"/> City or County Government | <input type="checkbox"/> Non-profit Organization |
| <input type="checkbox"/> Industry Representative | <input type="checkbox"/> Business Owner/Operator | |
| <input type="checkbox"/> Other, Please Specify _____ | | |

2. How did you learn about the VFO office?

- | | | | |
|---|--------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> VFO Contacted Me | <input type="checkbox"/> Media | <input type="checkbox"/> Phone Book | <input type="checkbox"/> Referral |
| <input type="checkbox"/> I did <u>not</u> know there was an Ecology office located in Vancouver | | | |
| <input type="checkbox"/> Other: _____ | | | |

3. For which of the following reasons do you contact VFO employees/or VFO employees contact you? (check all that apply)

- | | | |
|--|---|--|
| <input type="checkbox"/> Vehicle Emissions Testing | <input type="checkbox"/> Publications/Regulations | <input type="checkbox"/> Underground Storage Tanks |
| <input type="checkbox"/> Home Heating Oil Tank | <input type="checkbox"/> Hazardous Waste | <input type="checkbox"/> Water Resource Management |
| <input type="checkbox"/> Water Quality Management | <input type="checkbox"/> Community Planning | <input type="checkbox"/> Well Rights/Well Logs |
| <input type="checkbox"/> Soil/Groundwater Contamination | <input type="checkbox"/> Storm Water/Erosion | <input type="checkbox"/> Drug Labs |
| <input type="checkbox"/> Spills | <input type="checkbox"/> Permit Information/Requests | <input type="checkbox"/> Referrals to Another Agency |
| <input type="checkbox"/> Shorelines/Wetlands Information | <input type="checkbox"/> Complaints | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Data Maps/Telephone Numbers | <input type="checkbox"/> General Coordination/Information Sharing | |

4. How often do you have contact with Vancouver Field Office employees? (select one)

- | | | |
|------------------------------------|--------------------------------------|----------------------------------|
| <input type="checkbox"/> Daily | <input type="checkbox"/> Weekly | <input type="checkbox"/> Monthly |
| <input type="checkbox"/> Quarterly | <input type="checkbox"/> Once a year | <input type="checkbox"/> None |

5. How long does it usually take to get a response from Ecology's Vancouver employees?

- | | | |
|---|----------------------------------|--------------------------------------|
| <input type="checkbox"/> One Hour or Less | <input type="checkbox"/> 1 Day | <input type="checkbox"/> 1 Week |
| <input type="checkbox"/> 1 Month | <input type="checkbox"/> 90 Days | <input type="checkbox"/> No Response |

6. My contact with the Vancouver Field Office has been (please mark all that apply):

- | | | |
|---------------------------------------|--|-------------------------------|
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Internet | <input type="checkbox"/> None |
| <input type="checkbox"/> Regular Mail | <input type="checkbox"/> At Our Office | |
| <input type="checkbox"/> E-mail | <input type="checkbox"/> At Your Place of Business | |

7. When you need information from Ecology, which office do you prefer to contact first?

- | | |
|---|---|
| <input type="checkbox"/> Vancouver Field Office | <input type="checkbox"/> Olympia Office |
|---|---|

8. Please answer the questions below. Mark the box next to the statement that is most appropriate.

How Well do VFO Employees:	Excellent	Good	No opinion	Fair	Poor	Don't know
Connect with the Community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicate with You.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make Information and Data Available to You.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Partner with Your Agency or Business.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understand and Address the Priorities of the Community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assemble the Right Team to Get the Job Done.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handle Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide Clear Explanations and Instructions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Do you believe there has been a direct benefit to the environment or your organization because of the working with employees in the Vancouver Field Office?

☐ Yes ☐ No ☐ Do Not Know

10. Do you think the employees in the Vancouver Field Office have been effective in partnering with your organization to serve the population and environment in this area?

☐ Always ☐ Most of the Time ☐ Half of the Time ☐ Seldom ☐ Never

Please Comment on This Experience:

11. What would help you to work more effectively with employees in the Vancouver Field Office?

12. Comments and Suggestions for Improvement:

Optional Information:

This page will be kept separate from your responses to the survey. You only need to complete this page if you are interested in receiving a copy of the results from this survey. A copy of our report will be sent to you when it is finished.

Name: _____

Organization: _____

Mailing address: _____

E-mail address: _____

Telephone number: _____